Avaya Meeting Exchange

Web Portal 5.1

User Guide

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Preface

This chapter describes the purpose of the Avaya Web Portal Application User Guide. It also describes the layout of the manual and lists various ways of contacting Avaya.

Purpose

The Avaya Web Portal Application User Guide describes the Avaya Web Portal. The Avaya Web Portal acts as an easy to use point of access to the Avaya conferencing bridge. It enables users to book conferences, manage various conference properties such as conference recording, and control live conferences from their workstations. This manual describes the steps involved in each of these tasks.

Intended Audience

The Avaya Web Portal Application User Guide is aimed at those who wish to book and control conference from their workstation without the involvement of a third party operator. The manual is aimed at a non-technical audience and requires no specialist background knowledge.

Important Notice

The Avaya Web Portal User Guide describes all of the features that are included in the application. Please note that these features are configurable by your system administrator and may not be available with your interface. For more information, please consult your system administrator.

Related Information

- Avaya Web Conferencing Documentation
- Avaya Web Portal Online Help
- Avaya Web Portal Administrator Guide
- Conference Viewer User Guide

Contacting Avaya

The following table lists telephone numbers and E-mail addresses.

For information on Meeting Exchange servers and features	
US and Canada Technical Support	+1-800-242-2121 +1-800-866-5469 +1-720-444-0734 E-mail: MXCustomerSupp@avaya.com Fax: +1-978-677-5134
International Technical Support	+353-1-207-5666 (CS7000) +353-1-207-5667 +353-1-207-5668 E-mail: MXdubsupp@avaya.com E-mail: MXSupport@avaya.com
Avaya Support Web site	www.avaya.com/support
Avaya Web site	www.avaya.com

Chapter 1: Introduction to the Avaya Web Portal

This chapter describes the Avaya Web Portal. It also describes its features and benefits.

The Avaya Web Portal allows easy access to the Avaya conferencing bridge. It enables users to book conferences, manage various conference properties; such as conference recording and control live conferences from their workstations.

The Avaya Web Portal interface is divided into three parts defined by unique urls.

- User's Section

  The Web Portal User's section enables users to book and manage conferences, manage their contacts and account information and view reports. For more information, see the remainder of this document.

  The User (Moderator) URL is: http://<ipaddress>/webportal/login.

- Administrator's Section

  The Web Portal's Administrator's section enables administrators to configure available functionality, define the Web Portal's appearance, and generate Administrator Reports. For more information, see the *Avaya Meeting Exchange 5.1 Web Portal Administrator Guide*.

- Wholesaler's Section

  The Wholesaler for Web Portal section enables wholesalers to create companies, clients and resellers. They can also reserve conferences on behalf of a third party. For more information, see the *Avaya Meeting Exchange 5.1 Wholesaler for Web Portal Guide*.

  Tip:
  All of these guides are available on support.avaya.com.

Features

The Avaya Web Portal empowers regular users by giving them access to functionality traditionally reserved for trained operators. Regular users are now conference organizers and conference managers. Third party operators are no longer required. Conferences can be reserved, customized, and controlled in real time from individual workstations.

The Avaya Web Portal enables users to:

- Reserve conferences

  Users can book conferences. They can specify the date, duration, time and size. They can also select notification options for their Participants and configure recurrence patterns for their conferences. They can associate features such as data conferencing, conference advertising, and additional security.

- Manage scheduled conferences

  Users can view a list of their scheduled conferences. They can also change a large number of properties associated with these conferences, such as name, duration, size and Conferee/Moderator passcodes.

- Administer Participants

  Users can manage the profiles of their regular conference attendees. They can add new Participants, edit existing Participant details, and delete old Participants. These contact details are used when conference notifications are sent.

- Manage personal accounts

  Users can update their own account details. In most cases, they can change their passwords, contact details and preferred time zone. In some implementation situations, users cannot change their own passwords. This limitation is due to the fact that their password is used for access to other applications and resides on a central server.

- Record and play back conferences

  Users can record their conferences. They can store the recording for a configurable period of time. Recordings can be played back as many times as necessary. During the conference, users can use the Audio Console to pause the recording.

- Generate reports

  Users can produce reports based on the information in the Avaya Web Portal. For example, they can produce attendance and conference details reports. Reports information can be displayed in a variety of different formats.

- Microsoft Outlook Integration

  Users can use their Microsoft Outlook address book to invite Participants to a conference. They can also create appointments in their own, and other Participant's Microsoft Outlook calendar.

Benefits

The Avaya Web Portal brings the conference management capabilities of the Avaya conferencing bridge to every workstation. Individual users can manage their whole conferencing experience from a standard Web browser. The Avaya Web Portal offers:

- An easy-to-use graphic interface that requires no specialist technical knowledge.
- An integrated solution that uses industry standard protocols and conventions.
- A simple, easy installation and configuration.
- A customizable interface that can be branded to suit individual customer needs.
- A framework for the management of both demand and scheduled conferencing.
- An economical alternative to the provision of dedicated conference operators.

User Requirements

Web Portal 5.1 supports:

Browsers

- Internet Explorer 6 and 7
- Mozilla Firefox 2

Web Server Operating Systems

- Microsoft Windows 2003 Server with Service Pack 2

Client Operation Systems

- Microsoft Windows XP SP2
- Microsoft Vista Business

New Features in this release

The new features in this release include:

- Password expiry

  Your Web Portal System Administrator can now configure a password expiry threshold on your Web Portal system. If they configure this threshold, you must update your Web Portal password at pre-configured intervals. For more information, see My password has expired on page 15.

- Account expiry

  Your Web Portal System Administrator can now configure an account inactivity threshold. If you do not log in to the Web Portal for a configurable period of time, the conferencing system may disable your Web Portal account. For more information, see My account is disabled on page 15.

- Legal disclaimer screen

  Your Web Portal System Administrator can now configure the display of a legal disclaimer screen. This legal disclaimer screen displays after you log in to the Web Portal. On the legal disclaimer screen, you can click **OK** to progress to the **My Schedule** screen. Your Web Portal System Administrator can deactivate this feature. For more information, see Logging in to the Web Portal on page 14.

Chapter 2: Logging in to the Avaya Web Portal

This chapter defines conferences. It also describes how to access the Avaya Web Portal. It contains the following sections:

- Conferences
- Logging in

Conferences

A conference is a pre-arranged assembly of people who meet for the purposes of consultation, discussion, or exchange of opinions. There may or may not be a formal agenda associated with the meeting.

During an audio conference, groups of people attend a meeting held over the telephone. Using Avaya audio conference software, attendees or Participants based in various locations, can virtually meet using the medium of the telephone.

During a data conference, groups of people share information using their computers and their telephones. Visual information is communicated using Avaya data conferencing software while regular audio conferencing also takes place.

Audio and data conferences can be public or private.

A public conference is an audio or data conference that is advertised on the Web Portal. Anyone, using an account name and a company name, can view a list of scheduled public conferences. The access details associated with each scheduled public conference are displayed. Typically, conferences that are open to all employees, such as annual general meetings, are allocated public status.

A private conference is an audio or data conference that is not advertised on the Web Portal. When they log in using their account details, Web Portal account holders can view a list of their scheduled private conferences.

Logging in

This section describes how to log in to the Web Portal application. It also describes some potential issues which may occur. It contains the following sections:

- Logging in to the Web Portal
- Troubleshooting Log-in

Logging in to the Web Portal

1. Start your Web browser.
2. Enter the Avaya Web Portal address in the Address field and press **Enter**.

   The **Login** screen is displayed.

   Note:
   Your Web Portal System Administrator can configure the type of information that the Web Portal requires, such as company name, account reference number, and so on. In this example, you must enter an e-mail address and a password.
3. Enter your e-mail address in the **Email** field.
4. Enter your password in the **Password** field.
5. Click **Submit**.

   The **My Schedule** screen is displayed.

   Note:
   Before the Web Portal displays the **My Schedule** screen, it may display an legal disclaimer screen. Your Web Portal System Administrator can configure the display of this screen. On this legal disclaimer screen, click **OK** to progress to the **My Schedule** screen.

Troubleshooting Log-in

This section describes some common log-in issues:

- My password has expired
- My account is disabled

My password has expired

Your Web Portal System Administrator may have configured a password expiry threshold on your Web Portal system. If this is the case, you must update your Web Portal password at pre-configured intervals. If your password is out-of-date, the Web Portal prompts you to enter a new password and to confirm this new password. At this point, the Web Portal displays the **My Schedule** screen.

My account is disabled

Your Web Portal System Administrator may have configured an account inactivity threshold. If you do not log in to the Web Portal for a configurable period of time, the conferencing system may disable your Web Portal account. If the conferencing system disables your account, you must contact your Web Portal System Administrator to request them to enable your account again.

Chapter 3: Reserving Conferences

This chapter describes how to reserve a conference. It outlines how to reserve a conference, configure recurrence patterns, set up recording and notify Participants. It also describes how to associate properties such as rollcall and security with the conference booking. It contains the following sections:

- Reserving Conferences
- Microsoft Outlook Integration
- Inviting Conferees to the Conference
- Attaching Files to Conference Invitations
- Deleting Reservations
- Notifying Participants
- Setting up Repeating Options
- Managing Live Conferences

Reserving Conferences

The Avaya Web Portal enables you to create customized conferences to meet your exact requirements. For example, you can create repeating conferences, notify Participants by e-mail and configure various levels of security.

Your Web Portal System Administrator may also allocate you an on-demand conference. You can use your on-demand conference at any time, without booking it. It is always available. To use it, simply notify any potential Participants of the start time and conference access codes. If you never use your on-demand conference, the conferencing system may suspend it and it will no longer be available to you.

There are two points to remember when using your on-demand conference:

- It is likely that there is a limit on the number of Participants that can attend your on-demand conference.
- The conferencing system cannot guarantee telephone line availability for your on-demand conference.

Tip:
So, if you wish to organize a conference for a large group of people and need assurance that they can all access the conference, Avaya recommend reserving a scheduled conference.

For more information, see:

- A Short Note on Passcodes
- Creating Reservations
- Configuring Advanced Options
- Making Changes to Reservations

A Short Note on Passcodes

A passcode enables entry to a conference. There are two types of passcode: Conferee passcode and Moderator passcode. A Conferee passcode grants access to Conferee-level conference features. A Moderator passcode grants access to Moderator-level conference features. In the Meeting Exchange 5.1 applications, **Passcode** is often shortened to **Code**.

For more information, see:

- Entering Passcodes
- Auto-Generate Passcodes Field
- Passcode Clashing

Entering Passcodes

Your Web Portal System Administrator configures the Moderator and Conferee Passcode fields. For example, your Web Portal System Administrator can configure Meeting Exchange to always generate passcodes for all conferences. Alternatively, they can configure Meeting Exchange to give you the option of entering your own sequence of numbers or accepting the system-generated passcodes. Table 1 describes User experience associated with the two configuration options that are available to your Web Portal System Administrator.

Table 1: Passcode Configurations

Option	Description
Option 1	You must accept the passcodes that Meeting Exchange generates.
Option 2	You can enter your own sequence of number or you can accept the passcodes that Meeting Exchange generates.

Auto-Generate Passcodes Field

The **Auto-Generate Passcodes** option indicates whether Meeting Exchange generates the passcodes for your conference. If **Auto-Generate Passcodes** is selected, Meeting Exchange generates the conference passcodes.

If the **Auto-Generate Passcodes** option is selected and you also enter your own sequence of numbers for your conference passcode, Meeting Exchange uses your sequence of numbers as the conference passcode if the sequence is not currently being used by another conference. For more information, see Passcode Clashing on page 19.

If the **Auto-Generate Passcodes** options is not selected and you forget to enter your own sequence of numbers for your conference passcode, Meeting Exchange displays an error message to prompt you to enter a sequence of numbers or to enable the **Auto-Generate Passcodes** option.

Passcode Clashing

Passcode clashing occurs when the sequence of numbers that you enter for your Moderator or Conferee passcode is currently being used by another conference.

If the **Auto-Generate Passcodes** option is enabled and passcode clashing occurs, Meeting Exchange uses the automatically generated passcodes.

If the **Auto-Generate Passcodes** option is not enabled and passcode clashing occurs, Meeting Exchange displays an error message to prompt you to re-enter an alternative sequence of numbers.

Creating Reservations

Complete the following steps to create a conference reservation.

1. Click **Book meeting**. The **Book** screen is displayed.
2. Enter the name of the conference in the **Conference Name** field.
3. Enter the number of Participants in the **Number of Participants** field.
4. Select the conference date from the **Date of Conference** drop-down list.
5. Select the conference start time from the **Conference Start Time** drop-down list.
6. Enter the conference duration in the **Conference Duration** field. The CRS determines the minimum duration.
7. Select **Advertise Conference** to advertise the conference.
8. Select **Simultaneous Data Conference** to reserve a data conference.

Note:
If you are using Adobe Connect, can reserve an Adobe Connect data conference. You can also select which template is used for the Adobe Connect data conference when it is initiated. For more information about Adobe Connect, see your Web Portal System Administrator.

9. Select **Auto Generate Passcodes** to enable the system to generate the conference access passcode.

   Alternatively, enter your passcodes in the **Conferee Passcode** and **Moderator Passcode** text areas. For more information on passcodes, see A Short Note on Passcodes on page 18.

10. Select the cabinet that you would like to reserve the conference on from the **Cabinet** drop down list.

Note:
If you select **Any**, the CRS chooses the cabinet that the conference is reserved on.

11. At this stage, you can click **Book** to create the reservation.

    The **Reservation Details** screen displays.

Configuring Advanced Options

You can configure a number of advanced booking options before you complete the conference booking process. Alternatively, you can configure the advanced booking options after you complete the conference booking process. You can do this by editing and updating the booked conference.

To configure advanced options:

1. Click the **Advanced** tab to access the advanced options.

2. Configure the advanced settings to match your requirements.

   Table 2 describes each of the settings.

Table 2: Advanced Booking Options

Field	Description
Best Fit	If you select **Best Fit**, the conferencing server ensures that if the necessary conferencing resources are unavailable, it will strive to provide the closest match to your start time and conference size combination.
Cost Center	By default, the Cost Center usually contains the Client account reference number. The **Cost Center** field relates to accounting and billing. It can contain a number of other values, such as an End User account number, a telephone number, or an international calling card number.
Moderated Conference	You can choose to allocate Moderator status to one or several Participants. A Moderator accesses the conference using the Moderator passcode. Moderators can access a number of conference features that are not available to regular Conferees.
Multi-Site Conference	MultiSite dynamically links conferences distributed over bridges located anywhere in the world. A caller dials into a local bridge, joins the local conference, and is connected by audio to other local conferences that make up the global conference. You can choose to make your conference a multi site conference. **Note:** This is an optional feature.
Toll Free	If you select **Toll Free**, Participants have the option of using a toll free number to access the conference. A **Toll Free** flag appears in the reports and billing output.
Moderator Hang Up	If you select **Moderator Hang Up**, the conference ends when the last Moderator leaves the conference.
Allow Conference Lock	If you select **Allow Conference Lock**, a Moderator can lock the conference. Conference lock adds an extra level of security to a conference as it ensures that additional Participants cannot enter the conference.
Conference Code Duration	After the conference starts, you can specify the number of minutes that the Conferee and Moderator passcodes remain valid. If you set it to 0, the passcodes are always valid. **Conference Code Duration** provides an extra level of security.

Table 2: Advanced Booking Options

Field	Description
Pin Mode	A PIN code is an identification number that is unique to each Participant (both Moderators and Conferees). The name of the Participant and their unique identification number are stored in a PIN list. When you create a new Participant, Web Portal generates a PIN code for each new Participant and stores it in the PIN list. The PIN Mode options are: • Off • System • Conference If you select **Off**, Meeting Exchange does not use PIN codes for the conference reservation. If you select **System PIN**, Meeting Exchange grants conference access to a Participant if they enter the correct passcode and a PIN code which matches any entry in the system's PIN list, which is stored in a database table on the bridge. Web Portal creates this system PIN list automatically by allocating a PIN to each new Participant that you add to a your address book. If you select **Conference PIN**, the CRS automatically assigns the following PIN list to the conference: `cl_confref`. This means that Meeting Exchange only grants conference access to Participants if they are invited to the conference. For more information, see Pin List on page 23. **Tip:** In a typical scenario, if you select **System** PIN mode, Meeting Exchange accepts the PIN code of anyone in the your address book. If you select **Conference**, Meeting Exchange only accepts the PIN code of the people you have invited to the conference.
Billing Code Prompt	If you select **Billing Code Prompt**, the conferencing server prompts the Moderator for a billing code just before they enter the conference. The billing code is used for accounting and billing purposes.

Table 2: Advanced Booking Options

Field	Description
Pin List	In the Web Portal environment, if you select **Conference PIN**, the CRS assigns a dynamically-created PIN list to the conference. You cannot edit the **PIN List** field. The CRS dynamically creates a PIN list for each conference. This PIN list contains only the invitees for that particular conference. If you specify **Conference PIN**, you can restrict conference entry to the invitees only. As an aside, Meeting Exchange names this PIN list using this naming convention: `cl_conference reference.txt`. If the conference reference is `123456`, Meeting Exchange assigns the `cl_123456.txt` PIN list to the conference. In this example, Meeting Exchange grants conference access to Participants if they enter the correct passcode and a PIN code which matches any entry in the `cl_123456.txt` PIN list. The file `cl_123456.txt` only contains the PINs of the invitees to conference 123456. This functionality automatically occurs when you select **Conference PIN**.
Name Record Playback	If the **Name Record Playback** is enabled, the conferencing server prompts all Participants to call out their name before they enter the conference. Moderators can then play an audio roll call of attendees. There are are number of possible values: **Off**: The **Name Record Playback** option is not enabled. **Individual**: The system plays a recording only to the individual. **Conference**:The system plays a recording to the conference.
Enter Tone	You can choose to play a tone or a recorded voice message that Participants hear whenever someone enters a conference. The following options are available: **Off**: The feature is not active. **System**: The conferencing server uses a pre-configured default setting. **Tone**: The conferencing server sounds a tone. **Message**: The conferencing server plays a voice message. **Both**: The conferencing server sounds a tone and plays a voice message.

Table 2: Advanced Booking Options

Field	Description
Exit Tone	You can choose to play a tone or a recorded voice message that Participants hear whenever someone leaves a conference. The following options are available: **Off**: The feature is not active. **System**: The conferencing server uses a pre-configured default setting. **Tone**: The conferencing server sounds a tone. **Message**: The conferencing server plays a voice message. **Both**: The conferencing server sounds a tone and plays a voice message.
Music Source	You can specify whether to play music to Conferees who are on hold. You can also choose which music to play. From the **Music Source** drop-down list, you can select **Off** to switch the music off. Alternatively, you can select a source for your music. The numbers one to four represent four file locations on the bridge. For more information on the types of music stored in these four file locations, contact your CRS System Administrator. Music is stored in the `.wav` format, but additional functionality is available to dial out to an external music source. **Note:** It is important to note that if you select **Off**, you cannot place your Conferees in an **on hold** state.
Conference Viewer	If you select **Conference Viewer**, you allow Moderators to view an Operator-attended conference using a Web browser. Specifically, Moderators can communicate with Operators during Polling and Q&A sessions. **Note:** This is an optional feature.
Auto Increase Participants	If you select **Auto Increase Participants**, you enable an extra level of flexibility with regard to conference size. You can increase conference size during the live conference.
Auto Extend Duration	If you select **Auto Extend Duration**, you enable an extra level of flexibility with regard to conference length. You can increase conference length during the live conference.

Table 2: Advanced Booking Options

Field	Description
Prompt Set	You select the language used in conference notification messages. Your Meeting Exchange System Administrator can configure up to 20 languages. **Note:** Languages are optional. Your Meeting Exchange System Administrator can configure the number of languages in accordance with your requirements.
Dial List	You can enter the filename of a dial list to be associated with the conference. A dial list is a list of contact names and their telelphone numbers. The dial list is stored on the bridge in a specific location.

3. Click **Book** or **Update**. Web Portal records your selections.

Making Changes to Reservations

After you confirm the reservation, you can change the details associated with it.

1. Click **Amend Conference Details** in the **Reservation Details** section.

   The **Reservation Details** section is displayed.

2. Click **Update**.

   The **Book** screen is displayed. All the configurable fields are populated with the selected conference details.

3. Modify the details as required.

4. Click **Update**.

   The updated reservation details are displayed.

5. Click **Done**.

   The **Reservations Details** main page is displayed.

6. Click **Done**.

   The **My Schedule** page is displayed. The updated conference has been added to the schedule.

   You can also make changes to reservations by clicking **View**/**Edit** on the **My Schedule** screen. This only applies to conference reservations in the future.

Microsoft Outlook Integration

Microsoft Outlook integration enables you to invite Participants to the conference from your Microsoft Outlook address book. You can also place the conference invitation in the Microsoft Outlook appointment format. This feature places the conference reservation in Participants' Microsoft Outlook calendar. For more information, see:

- Creating Appointments in the Microsoft Outlook Calendar
- Creating an Appointment in the Conferees' Calendar

Creating Appointments in the Microsoft Outlook Calendar

You can create appointments in your Microsoft Outlook Calendar. Microsoft Outlook then alerts you, at a specified time beforehand to remind you that your conference is about to start.

Note:
These appointment details contain the Moderator passcode. If you would like to give Moderator access to other Participants, you can forward this appointment to them using Microsoft Outlook. Creating an Appointment in the Conferees' Calendar on page 27 describes how you can create an appointment for Conferees. In this case, the appointment details contain the Conferee passcode, which gives Conferee access to other Participants. For more information on passcodes, see A Short Note on Passcodes on page 18.

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.

2. Click **Create** at the **Create Appointment for Moderator** area of the **Outlook Calendar** section.

Note:
A **File Download** dialog may display. Select **Open** on this dialog.

The **Meeting** Window is displayed.

3. Click **Accept**.

   Microsoft Outlook places the meeting in your calendar.

Creating an Appointment in the Conferees' Calendar

Complete these steps to create an appointment in your Conferees' calendar.

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.

2. Click **Create** at the **Create Appointment and Invite Conferees** area of the **Outlook Calendar** section.

   Note:
   A **File Download** dialog may display. Select **Open** on this dialog.

   The **Appointment** window is displayed.

3. Click **Invite Attendees** to invite Conferees to the conference.
4. Enter the attendees e-mail address in the **To** or **CC** field.
5. Click **Send**.

   The selected Conferees receive an e-mail inviting them to the conference. An appointment is created in their Microsoft Outlook calendar if they accept the invitation.

Inviting Conferees to the Conference

As the conference Moderator, you can send an e-mail to selected Conferees. You can do this by using Microsoft Outlook or another e-mail application. For more information, see:

- Inviting Conferees using Microsoft Outlook
- Inviting Conferees using Browser E-mail
- Inviting Conferees from the Web Portal address book

Inviting Conferees using Microsoft Outlook

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.

2. Click **Invite** at the **Invite Conferees via email** section of the **Email invitations** area.

   An e-mail window is displayed.

Note:
Web Portal automatically enters the conference details in the main body of the e-mail. The conference details contain the Conferee passcode. The Avaya Web Conferencing access URL is displayed if **Simultaneous Data Conference** is selected during conference reservation.

3. Enter the e-mail addresses of the Conferees that you want to invite in the **To** or **CC** area.
4. If you wish to add file attachments, you can add these now.
5. Click **Send**.

   The selected Conferees receive an e-mail outlining the conference date, time and access details.

Note:
When you use Microsoft Outlook to invite Conferees, Meeting Exchange does not create PIN codes for these Conferees. For more information on PIN codes, see Pin Mode on page 22.

Inviting Conferees using Browser E-mail

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.
2. Click **Invite** at the **Invite Conferees via Browser email** section of the **Email Invitations** area.

   The **Sending Invitations** screen is displayed.
3. Copy and paste the text into an e-mail.

   The text contains the Conferee passcode.
4. Enter the e-mail addresses of the Conferees that you want to invite to the conference in the **To** or **CC** area.
5. If you wish to add file attachments, you can add these now.
6. Click **Send**.

   The selected Conferees receive an e-mail outlining the conference date, time and access details.

Inviting Conferees from the Web Portal address book

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.

2. Click **Invite** at the **Invite from on-board Address Book** section of the **Email invitations** area.

   The **Invite** screen is displayed.

3. Select the conference chairman by selecting **Chairman** beside one of the members of your address book.

Note:
The conference chairman receives the Moderator passcode. For more information on passcodes, see A Short Note on Passcodes on page 18.

4. Select the tick box beside the other members of your address book that you want to invite to the conference.
5. You can attach files to the conference invitation by clicking **Conference Attachments**. For more information, see Attaching Files to Conference Invitations on page 30.
6. You can also change the default notification options by clicking **Notification Options**. For more information, see Notifying Participants on page 31.
7. Click **OK**.

   The selected Conferees receive an e-mail outlining the conference date, time, and access details.

Attaching Files to Conference Invitations

If you wish to attach files to a conference invitation, there are a number of options:

- You can use the attachment functionality that exists in your e-mail application, such as Microsoft Outlook or Lotus Notes. When you invite Conferees using e-mail or browser e-mail, you must use this method of file attachment. For more information, see Inviting Conferees using Microsoft Outlook on page 27 and Inviting Conferees using Browser E-mail on page 28.
- Alternatively, you can use the attachment functionality that exists in the Web Portal. When you invite Conferees using the on-board address book, you can use this method of file attachment. For more information on inviting Conferees using the on-board address book, see Inviting Conferees from the Web Portal address book on page 28.

To attach files to conference invitations:

1. Complete the steps in Creating Reservations on page 19.

   The **Reservation Details** screen is displayed.

2. In the **Email Invitations** panel, click the **Invite** button next to **Invite from on-board Address Book**.

   The Web Portal displays the invitation, notification, and attachment options.

3. Click the **Conference Attachments** tab to display the **Attachment File** fields.

4. In the **Attachment File** field, enter the full path to the file you wish to attach to the conference call invitation.

   You can attach up to five files.

   Note:
   You can use the **Browse** button to easily locate the file you wish to attach.

5. Click **Upload**.

   The Web Portal uploads the file attachments.

   The Web Portal displays the message **Attachments Uploaded Successfully** when it completes the upload.

   Note:
   The Notification Subsystem is the name of the component which sends the e-mails. If the Notifications Subsystem is unable to send the file attachments, it does not display any error message. For example, if the attachments are too big, the Notification Subsystem may be unable to successfully deliver the attachments to the Participants. In this situation, the Web Portal does not report any error. The attachment size limit is set by your CRS System Administrator.

Deleting Reservations

You can also delete a reservation before it has been confirmed.

1. Click **Delete** in the Reservation section of the confirm booking screen.

   A confirmation screen is displayed.

2. Click **Yes**.

   The reservation is deleted and the **My Schedule** page is displayed.

Notifying Participants

The Avaya Web Portal can automatically notify Conferees of conference details by e-mail or SMS or both. A file can also be attached to e-mails. The Avaya Web Portal can automatically send you, as the Moderator, an attendance report. However, in order to allow notifications enough time to reach their recipient, you must book conferences with notifications a number of minutes in advance of the conference start time. You can also configure notifications when you are inviting Conferees using the Web Portal address book.

1. Click **Edit** at the **My Schedule** screen.

   The reservation details are displayed.

2. Click **Notification**.

   The **Notification** screen is displayed.

3. Select the notification method from the **Notification** drop-down list. For more information, see Table 4.
4. Select the appropriate checkboxes. For more information, see Table 3.
5. Enter any remarks in the **Comments** field.
6. Enter the conference organizer's name in the **Contact Name** field.
7. Enter the conference organizer's e-mail address in the Contact **Phone** field.
8. Enter the conference organizer's phone number in the Contact **Email** field.
9. Click **Update**.

   The reservation is updated.

Table 3: Notification Types

Notification Type	Description
Notify Attendance	Sends a Participant report to the Moderator after the conference has taken place.
Notify Cancellations	Sends a notification to Conferees if the conference is cancelled.
Notify Reminder	Sends a reminder to Conferees before the conference is due to take place.
Notify Confirmations	Sends a reservation confirmation to the Moderator to confirm that the conference has been booked. Also sends invitations to the Conferees.
Notify Changes	Sends a message to Conferees if any changes are made to the conference reservation.

Table 4: Notification Methods

Notification Type	Description
Email	Select this option to send an e-mail notifying Conferees of conference details, or changes to conference details.
SMS	Select this option to send a SMS message notifying Conferees of conference details, or changes to conference details.
Email and SMS	Select this option to send an e-mail and SMS message notifying Conferees of conference details, or changes to conference details.

Setting up Repeating Options

1. Complete steps 1-8 in Creating Reservations on page 19.
2. Click **Recurrence**.

   The Recurrence screen is displayed.
3. Select **Make this conference a recurring event**.

   The repeat options are enabled.

4. Enter the number of repeats in the **Total Conference Count** field.
5. Select the frequency of the repeating conference from the **Frequency** drop-down list.
   - If you choose **Daily**, select the days to exclude from the options listed below. For example, you may want to exclude Saturday and Sunday from any recurring reservation.
   - If you choose **Weekly** or **Every 2nd Week**, enter the day of the week in the **Day of Week** field.
   - If you choose **Week in Month**, select the week number from the **Week in Month** drop-down list.
   - If you choose **Date in Month**, select the date from the **Date in Month** drop-down list.
6. Select the appropriate checkboxes to exclude particular days from the recurrence pattern.

   For example, you may want to exclude Saturdays and Sundays from a daily recurring conference.
7. Click **Book**.

   The reservation screen is displayed.

Managing Live Conferences

The Avaya Audio Console is a Web Portal component which provides you with a live visual display of your live conference.

Tip:
Avaya has produced a *Meeting Exchange 5.1 Audio Console User Guide*, which is available on support.avaya.com. The Meeting Exchange 5.1 Audio Console also has fully integrated online help.

Chapter 4: Viewing and Modifying Conference Details

This chapter describes how to view a list of scheduled conferences. It also describes how to make changes to conference. You can change details associated with conferences that have yet to begin and conferences that are in progress. For more information, see:

- Viewing Scheduled Conferences
- Making Changes to Scheduled Conferences
- Deleting Conferences
- Modifying the Schedule Page

Viewing Scheduled Conferences

You can view your scheduled conferences by date, keyword or conference reference. You can enter a date range and view the conferences that are scheduled to take place between those dates. You can also enter a conference reference number or a keyword and view the details associated with that particular conference. For more information, see:

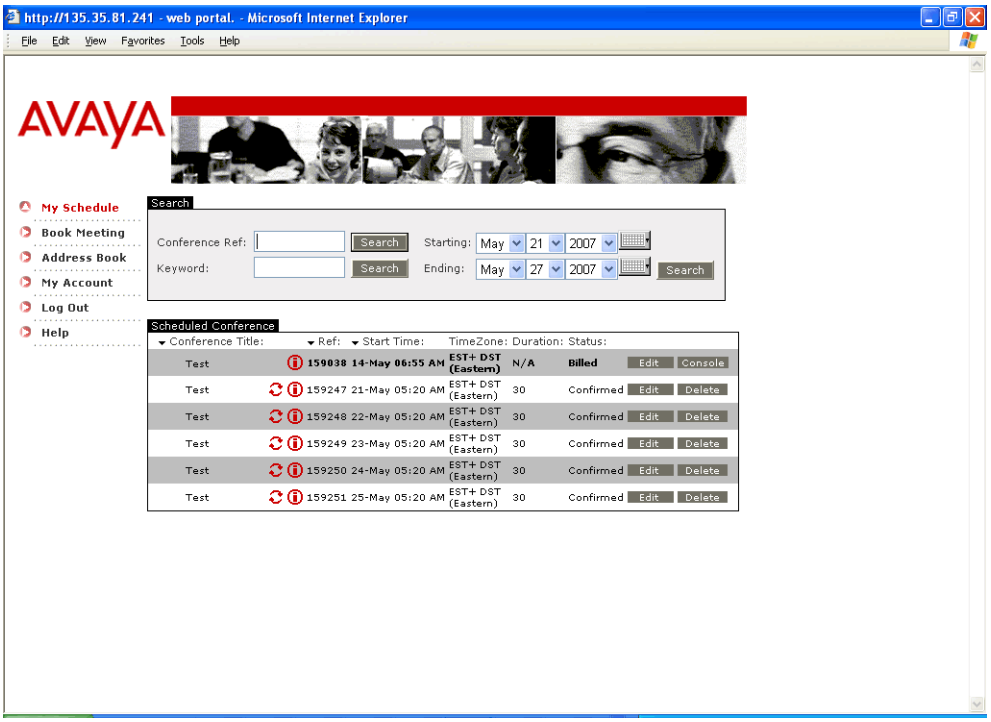
- Searching for Conferences by Date
- Searching for Conferences by Reference Number
- Searching for Conferences by Keyword

Searching for Conferences by Date

1. Click **My Schedule**.

   The My Schedule page is displayed.

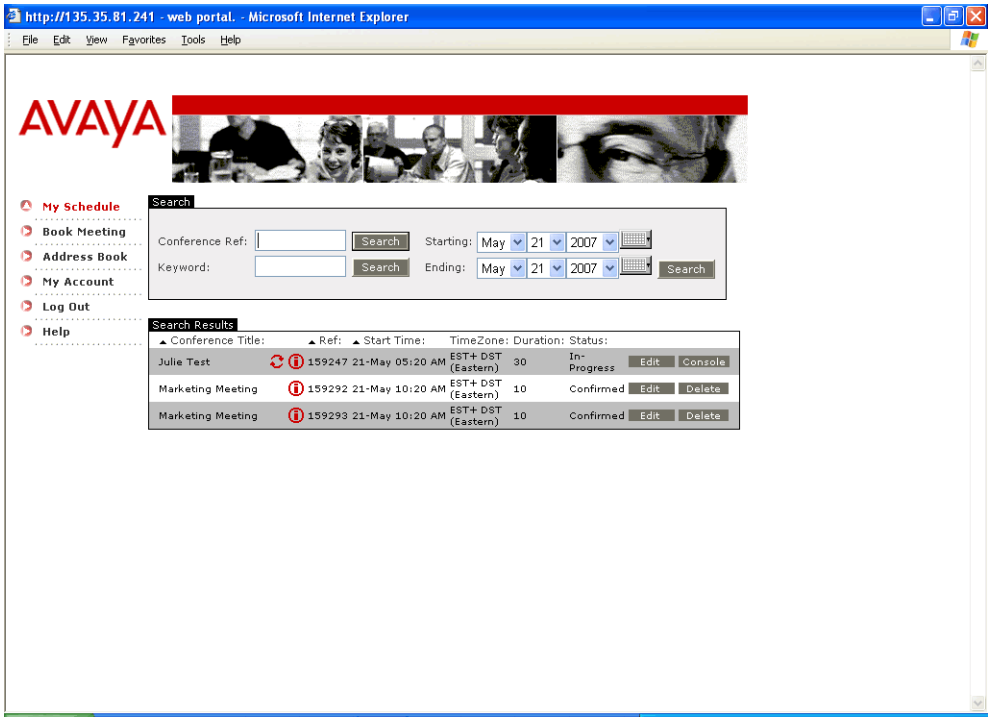
Figure 1: My Schedule Screen


http://135.35.81.241 - web portal. - Microsoft Internet Explorer
File Edit View Favorites Tools Help
AVAYA
My Schedule
Book Meeting
Address Book
My Account
Log Out
Help
Search
Conference Ref:
Search
Keyword:
Search
Starting: May 21 2007
Ending: May 27 2007
Search
Scheduled Conference
Conference Title: Ref: Start Time: TimeZone: Duration: Status:
Test 159038 14-May 06:55 AM EST+ DST (Eastern) N/A Billed Edit Console
Test 159247 21-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159248 22-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159249 23-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159250 24-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159251 25-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete

2. Select a date range from the Starting and Ending drop down lists.
3. Click **Search**.

   The Search Results screen is displayed.

Figure 2: Search Results screen


http://135.35.81.241 - web portal. - Microsoft Internet Explorer
File Edit View Favorites Tools Help
AVAYA
My Schedule
Book Meeting
Address Book
My Account
Log Out
Help
Search
Conference Ref:
Search
Keyword:
Search
Starting: May 21 2007
Ending: May 21 2007
Search
Search Results
Conference Title: Ref: Start Time: TimeZone: Duration: Status:
Julie Test 159247 21-May 05:20 AM EST+ DST (Eastern) 30 In-Progress Edit Console
Marketing Meeting 159292 21-May 10:20 AM EST+ DST (Eastern) 10 Confirmed Edit Delete
Marketing Meeting 159293 21-May 10:20 AM EST+ DST (Eastern) 10 Confirmed Edit Delete

Note:
Demand conferences are displayed in **Bold**.

Searching for Conferences by Reference Number

1. Click **My Schedule**.

   The My Schedule page is displayed.
2. Enter a reference number into the Conference Ref field.
3. Click **Search**.

   The Search Results screen is displayed.

Searching for Conferences by Keyword

The keyword search feature searches the **Conference Name** field. So, for example, a keyword such as `sales` could find conferences with conference names such as `Sales Conference`, `Sales Meeting`, `Marketing and Sales Update`, and so on.

1. Click **My Schedule**.

   The My Schedule page is displayed.
2. Enter a keyword relating to the conference in the Keyword field.
3. Click **Search**.

   The Search Results screen is displayed.

Making Changes to Scheduled Conferences

This section describes how to make changes to scheduled conferences, but you can also make changes to reservations before you confirm them. For more information, see Making Changes to Reservations on page 25.

It is important to note that you can make changes to a single conference, or, in the case of recurring conferences, you can make changes to either a single instance or the entire series of conferences.

- Editing a single conference
- Editing a series of conferences

Note:
If you select notify changes when you set up the scheduled conference, the conference Participants are informed of any changes made to the reservation.

When making changes to conferences, it is important to note that your most recent edit overrides any previous edits. For example, if you edit a single conference and then edit the entire series, the edits to the entire series override the edit to the single conference.

Editing a single conference

You can edit:

- A single one time conference
- A single instance of a recurring conference

To edit a conference:

1. Click **My Schedule** to view your list of scheduled conferences.
2. Click **Edit** next to the conference you wish to edit.

Tip:
You can use the **Search** panel to locate the conference you wish to edit.

3. The Web Portal displays the conference details.

   You can edit a large number of conference details, depending on the state of the conference. For example, you can edit advanced conference properties and notification options using the **Advanced** and **Notification** tabs.

4. Edit the conference, as required.
5. Save the changes, as follows:
   - If it is a single one time conference, click **Update**.
   - If it is a recurring conference, select **Modify this instance only** and click **Update**.

   The Web Portal saves the updates.

Editing a series of conferences

1. Click **My Schedule** to view your list of scheduled conferences.
2. Click **Edit** next to the recurring conference you wish to edit.

   Tip:
   You can use the **Search** panel to locate the conference you wish to edit.

3. The Web Portal displays the conference details.

   You can edit a large number of conference details, depending on the state of the conference. For example, you can edit advanced conference properties and notification options using the **Advanced** and **Notification** tabs.

   Note:
   If you want to edit a single conference within a recurring conference series, see Editing a single conference on page 38.

4. Edit the conference, as required.
5. Save the changes by selecting **Modify this instance and all future instances as well** and clicking **Update**.

   Tip:
   Since this feature updates all future instances of a selected recurring conference, it is a good idea to select the earliest conference which you want to change.

   The Web Portal saves the updates.

Deleting Conferences

This section describes how to delete scheduled conferences, but you can also delete reservations before you confirm them. For more information, see Deleting Reservations on page 31.

It is important to note that you can delete a single conference, or, in the case of recurring conferences, you can delete either a single instance or the entire series of conferences.

- Deleting a single conference
- Deleting a series of conferences

Note:
If you select notify changes when you set up the scheduled conference, the conference Participants are informed of any changes made to the reservation.

Deleting a single conference

You can delete:

- A single one time conference
- A single instance of a recurring conference

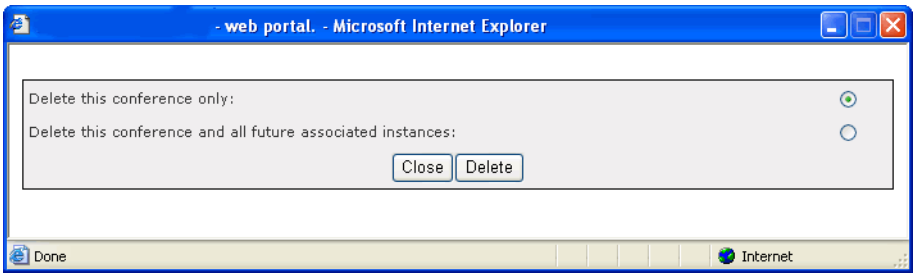
To delete a conference:

1. Click **My Schedule** to view your list of scheduled conferences.
2. Click **Delete** next to the conference you wish to delete.

Tip:
You can use the **Search** panel to locate the conference you wish to delete.

3. Confirm the deletion of the conference, as follows:
   - If it is a single one time conference, the Web Portal displays a Delete Conference confirmation message. Click **OK** to confirm the deletion of the conference.
   - If it is a recurring conference, the Web Portal displays a selection dialog. Select **Delete this conference only** and click **Close**.

Figure 3: Delete Selection Dialog



Web Portal deletes the conference and displays the message:

`Conference has been cancelled.`

4. Click the **Done** button to return to the **My Schedule** screen.

Deleting a series of conferences

1. Click **My Schedule** to view your list of scheduled conferences.
2. Click **Delete** next to the recurring conference you wish to delete.

Tip:
You can use the **Search** panel to locate the conference you wish to delete.

The Web Portal displays a selection dialog, as displayed in Figure 3.

3. Select **Delete this conference and all future associated instances** and click **Close**.

Web Portal deletes the conference and displays the message:

`Conference has been cancelled.`

4. Click the **Done** button to return to the **My Schedule** screen.

Modifying the Schedule Page

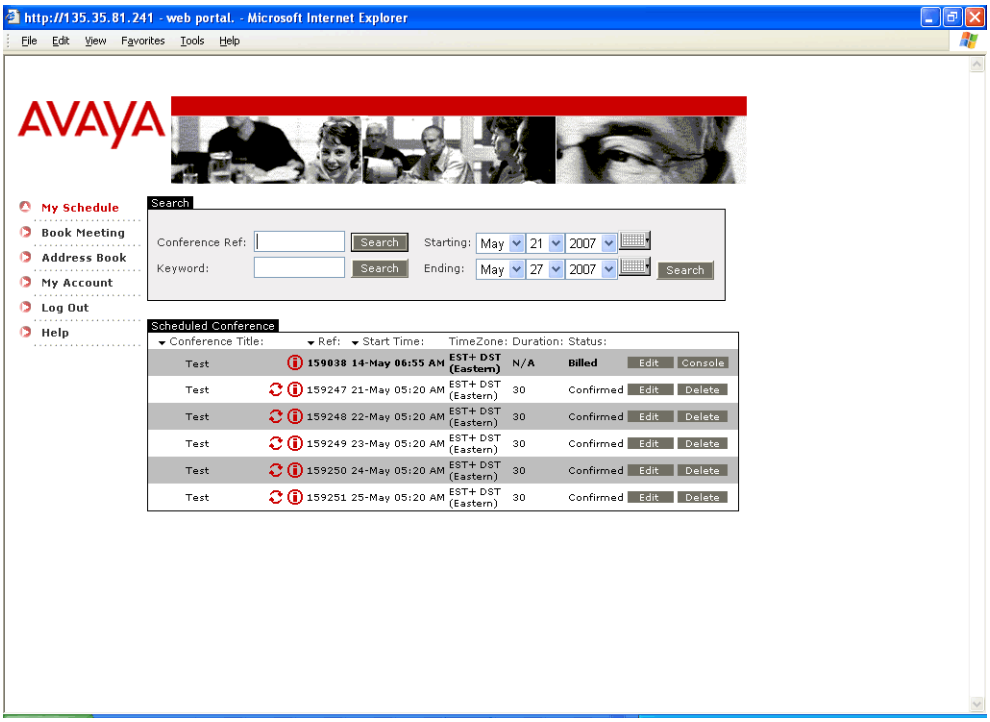
It is possible to list the conferences in three different formats:

- Name
- Start Time
- Reference

1. Select **My Schedule**.

   The Schedule Screen is displayed.

Figure 4: My Schedule Screen


http://135.35.81.241 - web portal. - Microsoft Internet Explorer
File Edit View Favorites Tools Help
AVAYA
My Schedule
Book Meeting
Address Book
My Account
Log Out
Help
Search
Conference Ref:
Search
Keyword:
Search
Starting: May 21 2007
Ending: May 27 2007
Search
Scheduled Conference
Conference Title: Ref: Start Time: TimeZone: Duration: Status:
Test 159038 14-May 06:55 AM EST+ DST (Eastern) N/A Billed Edit Console
Test 159247 21-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159248 22-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159249 23-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159250 24-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete
Test 159251 25-May 05:20 AM EST+ DST (Eastern) 30 Confirmed Edit Delete

2. Select **Conference Title** in the Scheduled Conference section.

   The conferences are listed in alphabetical order.

3. Select **Ref**.

   The conferences are listed incrementally by their reference number.

4. Select **Start Time**.

   The conferences are listed by their start time.

   For more information, see Viewing Scheduled Conferences on page 35.

Chapter 5: Playing Conference Recordings

This chapter describes how to play recorded conferences. Recorded conferences are stored for a configurable period of time and can be played as many times as required. This chapter also describes how to listen to streamed audio content over the Web.[1]For more information, see:

- Accessing Recorded Conferences
- Playing Recorded Conferences

Accessing Recorded Conferences

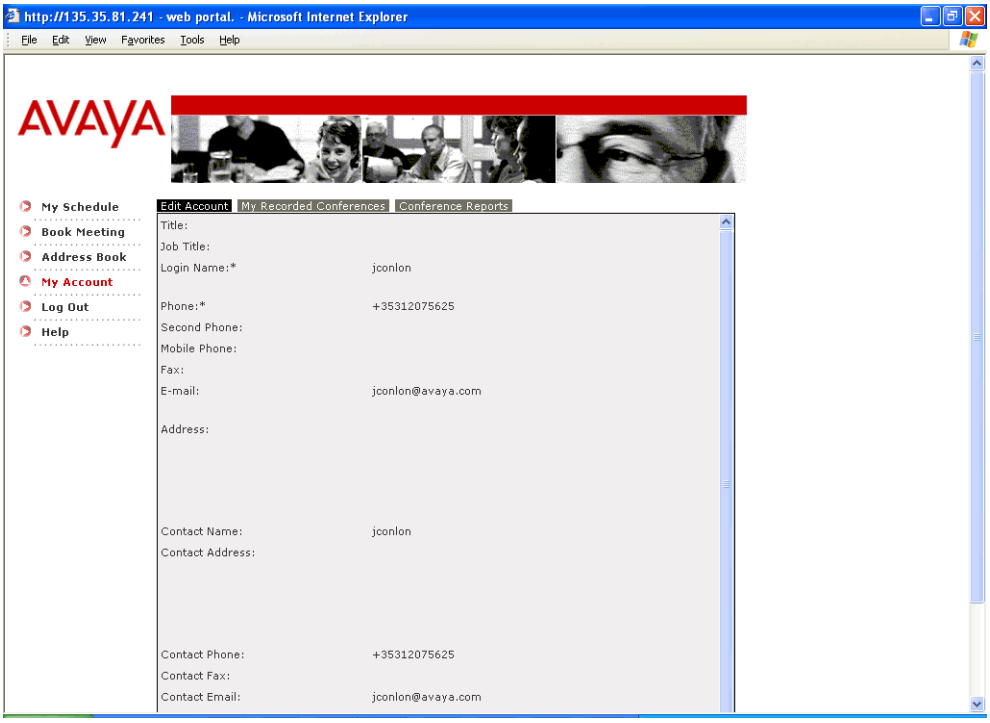
Recorded conferences are stored for a configurable period of time. You can access a list of recorded conferences that have not yet reached their expiry date.

1. Click **My Account**.

   The Edit Account screen is displayed.

1. Streaming is an optional feature.

Figure 5: Edit Account screen



2. Click **My Recorded Conferences**.

   The My Recorded Conferences screen is displayed.

Playing Recorded Conferences

Audio conferences are usually played through a telephone. In Meeting Exchange 5.1, they are recorded and stored in the .WAV audio format. Sometimes, customers choose to use an external system to store recordings. For example, some customers use a transfer method such as WinSCP to transfer the files to an external storage device.

1. Dial the number in the DDI column on the **My Recorded Conferences** screen.

   You are prompted for the recording reference number. This is displayed in the Recording Number column on the **My Recorded Conferences** screen.

2. Enter the recording reference number.

   You may also be prompted for your recording PIN. This is displayed in the PIN column on the **My Recorded Conferences** screen.

3. Enter your recording reference number.
   The conference is played.

Chapter 6: Editing your Personal Profile

This chapter describes how to edit your personal profile. Your personal profile consists of your contact details and the contact details of your conference Participants. For more information, see:

- Editing your Personal Account
- Editing your Participant List

Editing your Personal Account

1. Click **My Account**.

   The **Edit Account** screen is displayed.

   The **Login Name** and **Address** fields hold your name and address. The **Contact Name** and **Address** fields hold the name and address that should be used for notifications. In many cases, both sets of details are identical. In some cases, you may wish to direct all notifications through a secretary or assistant.
2. Update the **Login Name** and **Address** fields as required.
3. Update your password as follows:
   - Click **Modify Password**.
   - The Web Portal application displays the Password Modification screen.
   - Enter your existing password in the **Password** field.
   - Enter your new password in the **New Password** and **Confirm New Password** fields.
   - Click **Update Client**.

   Note:

   The **Password Changed** field displays the date on which the password was last changed.

   The Web Portal updates your passwords and displays the **Edit Account** screen.
4. Enter a phone number in the **Phone**, **Secondary Phone**, and **Mobile Phone** fields.
5. Update the **Fax** and **E-mail** fields as necessary.
6. Update the **Contact** fields as necessary.
7. Select your preferred time zone from the **Preferred Timezone** drop-down list.

Important:
You must select your prefered time zone. You will not be able to schedule a conference unless you select a time zone. Please contact your Web Portal System Administrator if the time zone that you are in is not available from the drop down list.

8. Click **Update**.

   Your personal account details are updated.

Editing your Participant List

Editing tasks include:

- Adding New Participants
- Deleting Existing Participants
- Modifying the Details of Participants

Adding New Participants

1. Click **Address Book**.

   The **Address Book** screen is displayed.
2. Click **New Contact**.

   The **New Contact** screen is displayed.
3. Enter the new Participants' name in the **Name** field.
4. Enter the new Participants' e-mail address in the **Contact E-mail** field.
5. Enter the Participants' main contact telephone number in the **Dial Out Number** field.

Note:
Include any leading digits that are necessary to connect from your telephone to the Participants' telephone.

6. Enter the new Participants' fax number in the **Fax Number** field.
7. Enter a brief description of the new Participant in the **Description** field.
8. Enter the new Participants' alternative contact telephone numbers in the **Secondary Phone** and **Mobile Phone** fields.
9. Click **Add to Address Book**.

   The new Participants' details are saved to your address book.

Deleting Existing Participants

1. Click **Address Book**.

   The **Local Address Book** screen is displayed.
2. Click **Delete** beside the Participant you want to delete.

   The Participant is deleted from your address book.

Modifying the Details of Participants

1. Click **Address Book**.

   The **Local Address Book** screen is displayed.
2. Click **Modify** beside the Participant you want to modify.

   The **Update Contact** screen is displayed.
3. Modify the Participant details as required.

   You can modify:

   - Name
   - Contact E-mail
   - Dial Out Number
   - Fax Number
   - Description
   - Secondary Phone
   - Mobile Phone
4. Click **Update Contact**.

   The Participant details are updated and the **Contact Listing** screen is displayed.

Chapter 7: Adding a New User

As a Web Portal User, you can add other Users. The Users, that you add, can then book their own conferences. Web Portal Users are commonly known as Clients or Moderators. This chapter describes how to add new Users. It contains the following sections:

- Introduction to Self Administration
- Accessing Self Administration
- Adding a New User

Important:
In some cases, your Web Portal System Administrator may have switched off this feature. In this situation, you cannot create other Users. Please contact your CRS Front End Operator or Web Portal System Administrator to create new Users.

Introduction to Self Administration

The process of adding a new User is called Self Administration. Self Administration means that you, as a Web Portal User, can perform a task that has previously been performed by Web Portal Administrators. Self Administration empowers Web Portal Users and reduces the workload of Web Portal Administrators.

Accessing Self Administration

There are two ways to access the Self Administration feature:

- Accessing Self Administration Directly
- Accessing Self Administration from the Web Portal

Accessing Self Administration Directly

You can access the Self Administration feature directly by using the following syntax in your Web browser:

`http://<Web Server Name>/webportal/selfadmin/add-client`

Note:
If your Web Portal System Administrator has switched off this feature, the Web Portal application displays an error message when you attempt to access the Self Administration feature directly.

Accessing Self Administration from the Web Portal

You can access the Self Administration feature from the Web Portal as follows:

1. Go to the **Web Portal Login** page.

   Note:
   The syntax for the Web Portal Login page is **`http://<Web Server Name>/webportal/login`**

2. Click **Create an Account**.

   The Web Portal applications displays the **Self Administration** page.

   Note:
   If your Web Portal System Administrator has switched off this feature, the **Create an Account** link is not displayed.

Adding a New User

To add a new User:

1. On the **Self Administration** page, enter the new User's details. Table 5 describes each of the new User fields.

Note:
Your Web Portal System Administrator controls which fields are displayed to Users. Your Self Administration page may display a subset of the files listed in Table 5.

Table 5: New User Details

Field	Description
Name	Enter the new User's full name.
Company Name	Enter the name of your company. You can use the **Search** button to display a list of all the companies on the system.
Phone Number	Enter the telephone number of the new User.
Password	Your System Administrator sets the minimum length of the password. For example, they may set the minimum password length to 5 characters, to 10 characters or to 20 characters. Your System Administrator can also force you to ensure that the password has a certain level of complexity. For example, you may have to include uppercase and lowercase characters, as well as digits and symbols. Please contact your System Administrator to find out the minimum length and complexity of the client passwords in the Web Portal.
Email	Enter the e-mail address of the new User.
Confirm Password	Enter the text which you entered in the **Password** field. If you copy the text that you entered in the **Password** field and then paste it into the **Confirm Password** field, the Web Portal does not correctly record the entry. You must retype the full phrase.
Title	Enter a title for the new User. For example, enter a title such as, `Mrs.`, `Mr.`, `Dr.`, and so on.
Address	Enter the address of the new User. You can enter the company address.
Second Phone	You can enter a second telephone number for the new User. For example, you may want to enter their assistant's telephone number.
Mobile Phone	You can enter a mobile telephone number for the new User.
Fax Number	You can enter a fax number for the new User.
Job Title	You can enter the new User's job title.
Comment	This is a free text field. You can enter some additional information or a special note in relation to the new User.
Timezone	You can select a default timezone for the new User. Similarly, your Web Portal System Administrator can ensure that the most commonly used timezone is displayed, by default, in the **Timezone** field on the Self Administration page.

Table 5: New User Details

Field	Description
Preferred Language	You can select the preferred language for e-mail notifications and inconference messages. The choices in the Preferred Language list depend on the languages that are available on your conferencing server. In a default installation of Meeting Exchange, only English is available. Your System Administrator must add other languages. Languages are linked to DDIs.
External ID	You can enter a numeric value to associate the new User with an external database. For example, you can enter a phrase which links the User with an external list of sales targets.
External String	You can enter a phrase which associates the new User with an external database. For example, you can enter a phrase which links the User with a list of resources that exists outside of the CRS framework.

Note:
Mandatory fields are indicated on the Self Administration page by an asterix symbol (*). You must enter a value in each mandatory field.

2. Click **Add Client**.

   The Web Portal application adds the new User and displays the **Client Summary** page.

Note:
The new User can now log in to the Web Portal application and create conferences for themselves. To test the log in details, there is a link to the Web Portal Log in page on the **Client Summary** page.

Note:
Your Web Portal System Administrator can configure the Web Portal application to automatically create an on-demand conference for each new User. If your Web Portal System Administrator has enabled the automatic creation of an on-demand conference, the Web Portal application displays the access details on the **Client Summary** page.

Chapter 8: Generating Reports

This chapter describes how to generate a list of all conferences. You can view the details in a selection of graphical formats. For more information:

- Web Portal Reports
- Generating Reports
- Viewing Report Details in a Microsoft Excel™ spreadsheet

Web Portal Reports

There are three different types of reports for Moderators:

- **Audio Conference**. Displays conference activity in a selected graphical format.
- **Data Conference**. Displays data conference activity in a selected graphical format.
- **Port Usage**. Displays data defined by the levels of system utilization during a conference or a series of conferences. System activity is checked over time with the relevant information saved to the system database.

It is also possible to view the data in a Microsoft Excel™ spread sheet. The output is listed in a series of fields.

Note:
It is important to note that each report only shows your own conferences and conference usage. You cannot see the usage patterns of other Moderators. Web Portal System Administrators can view global reports which show usage patterns across the Web Portal system.

Generating Reports

You can generate graphical representations of conference activity.

1. Click **My Account**.

   The My Account screen is displayed.

2. Click **Conference Reports**.

   The Conference Reports screen is displayed.

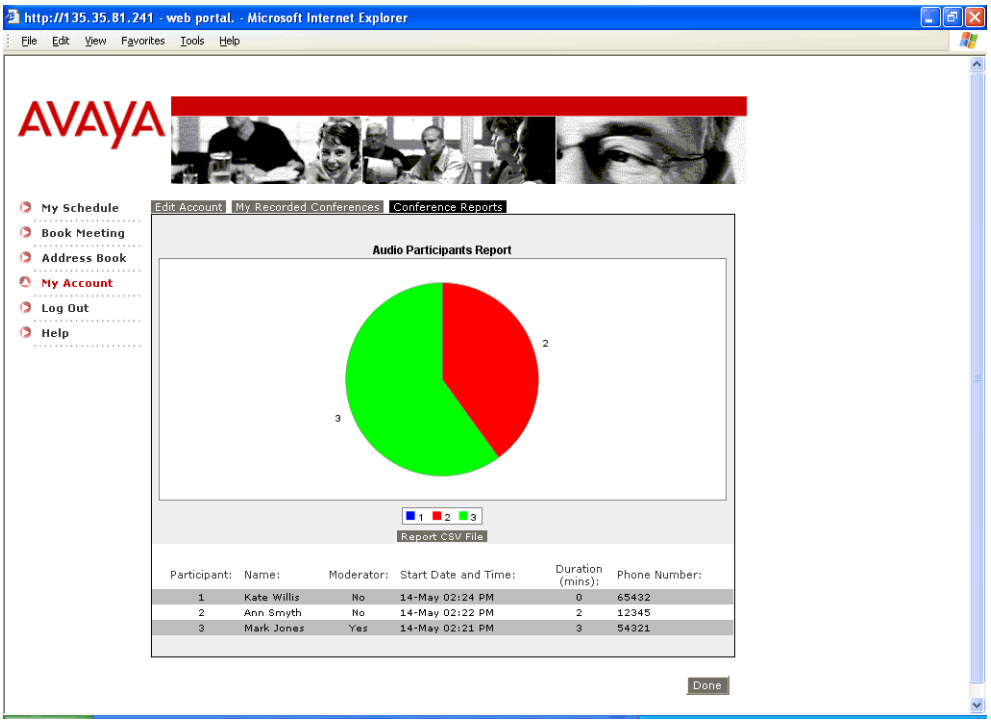
3. Select what type of report you want to generate.

   For more information, see Web Portal Reports on page 55.

4. Select the date that you want the report generation to start from the **Start Day** drop down list.
5. Select the date that you want the report generation to end from the **End Day** drop down list.
6. Select, from the following options, the chart type. The report data is displayed in this format:
   - Vertical Bar Chart
   - Line Chart
   - Pie Chart
   - Area Chart
   - Stacked Area Chart
   - Horizontal Bar Chart
   - 3D Vertical Bar Chart
   - 3D Horizontal Bar Chart
   - 3D Stacked Vertical Chart.
7. Click **Generate Report**.

   The report is generated and the graphical representation of the data is displayed on screen.

Figure 6: Generated Report Example



Viewing Report Details in a Microsoft Excel™ spreadsheet

You can also view the report output in more accurate detail by creating a .csv file. For more information see the Avaya Reports and Billing Guide.

1. Complete steps 1-7 in Generating Reports on page 55.
2. Click **Report CSV File**.

   The File Download dialog is displayed.
3. Select whether you want to open the Microsoft Excel™ spreadsheet from it's current location or save it to your hard disk and click **OK**.

   The Microsoft Excel™ spreadsheet is displayed if you have decided to open the file from its current location.

   The Save As dialog is displayed if you have decided to save the file to your hard disk.
4. Enter a location to save the file and click **Save**.

   The Microsoft Excel™ spreadsheet is saved to that location.

Chapter 9: Advertising Conferences and Recordings[1]

This chapter describes how to advertise conferences and recordings and how to view advertised conferences and recordings. For more information, see:

- Advertised Conferences and Recordings
- Advertising Conferences

Advertised Conferences and Recordings

Advertised conferences are conferences whose access details are displayed on the Web Portal. Web Portal users with a valid account and company name can view the list of advertised conferences associated with their company. Advertising means that anyone, using an appropriate account and company name, can view the starting time and entry codes associated with conferences.

Advertised conferences are also known as public conferences.

Web Portal users can access advertised conferences and recordings. Both advertised conferences and recordings are listed on the Web Portal Login screen.

Advertising Conferences

An audio conference can be advertised on the company Intranet. You can access the list of advertised conferences using the Public Conferences menu on the Avaya Web Portal. You can also access the list on advertised conferences on the Web Portal Login screen. Advertising means that anyone, using an appropriate account and company name, can view the starting time and entry codes associated with conferences.

1. Complete steps 1-7 in Creating Reservations on page 19.
2. Click **Book**.
3. Select the **Advertise Conference** check box from the Common section.
4. Click **Book**.

   The Reservation details screen is displayed.

1. Advertising conferences and recordings is an optional feature.

5. Confirm the reservation.

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